

### **AMENDMENTS TO THE SPECIFICATION**

Please amend the last paragraph on the twentieth page through the third paragraph on the twenty second page of the specification as follows:

A decision 528 then determines whether a request for appointment type has been received. A request for appointment type results when the user selects one of the service providers from the list of matching service providers. In other embodiments, a service provider can additionally or alternatively be chosen by use of an address book or from a preferred provider directory where a directory search is not needed. When the decision 528 determines that a request for appointment type has not yet been received, the server-side appointment processing awaits such a request. Once the decision 528 determines that a request for appointment types has been received, appointment types for the selected service provider are retrieved 530. For example, the appointment types can be retrieved from the appointment database. After the appointment types are retrieved 530, the appointment types for the selected service provider are sent 530532.

A decision 534532 then determines whether a request for appointment availability has been received. A request for appointment availability results when the user selects one of the appointment types available for the selected service provider. When the decision 534532 determines that a request for appointment availability has not yet been received, the server-side on-line appointment processing 500 awaits such a request. Once the decision 534532 determines that a request for appointment availability has been received, the selected service provider's calendar data for the predetermined date is retrieved 536534. The service provider's calendar data is, for example, retrieved 536534 from the appointment database 204 or the calendar/appointment database 262 of the appointment database 252. After the service provider's calendar data is retrieved 536534, available time slots in the selected service provider's calendar data for the selected appointment type on the predetermined date are determined 538536. In one implementation, the selected appointment type can

identify the duration of the appointment to be scheduled. In another implementation, the duration of the appointment to be scheduled can be indicated by the requestor. Appointment availability information is then formatted 540538 for the selected service provider. Here, the appointment availability information can, for example, include the available time slots for the selected service provider as well as the user's calendar. Such an arrangement of information allows a user to easily schedule an appointment with the available time slots of the service provider while having the user's calendar visible. The appointment availability information can be formatted as a markup language document (page)(e.g., HTML). The appointment availability information is then sent 542540.

Next, a decision 544542 determines whether an appointment request has been received. Here, an appointment request results when the user selects one of the available time slots provided with the appointment availability information. When the decision 544542 determines that an appointment request has not yet been received, the server-side on-line appointment processing 500 awaits such a request. Once the decision 544542 determines that an appointment request has been received, appointment verification information is retrieved 546544. The appointment verification information is used to enable the user to reconfirm the details of the appointment being requested. Then, the appointment verification information is sent 548546.

A decision 550548 then determines whether a verification has been received. When the decision 550548 determines that a verification has been received, a pending appointment is stored 552550 in the user's calendar data and the service provider's calendar data. On the other hand, when the decision 550548 determines that a verification has not been received, namely, that verification was denied, the operation 552550 is bypassed. The denial of verification can lead to cancellation of the appointment being scheduled or returning to earlier processing to allow the user to alter the appointment being requested. Following block 552550 as well as following the

decision block 550548 when there has been no verification, the server-side on-line appointment processing 500 is complete and ends.